Item	Problem to be solved	Action (counter-measure)	Assigned to	Support Resource	Category	Comments	Date Assigned	Planned Comp. Date	Actual Comp. Date	% Complete
2	need good data	ensure that the WF3 coming up understands this process	Jerry	Vernon, Kathryn	implement	Met with planners for WF#3, integration of current state into the introduction of WF#3. Currently has current state map. Ready to bring to the WF3. Need to follow up with Vernon regarding assisting with presenting	1/9/2014	3/10/2014	3/10/2014	100%
11	not enough hours captured at end of the month	Tips to staff when losing hours	Sandy	Steve	implement	Something they have most likely been trained on, but don't know the impact. Sandy met with Debbie, will combine with education. Estimated finalization in June. One month for completion. Waiting for session to finish. Vernon is going to help update Steve's training. 5/13 update: on track for completion of 6/30 Update 7/24: Requested "tips" from RDA and QA to share on the WF website. Should have tips posted by September.	1/9/2014	6/30/2014		30%
22	not enough staff know the importance of entering information on time	take what we develop out of this and do education to the field	Debbie	Sandy, Steve	implement	Take place in LPA meetings and with WorkFirst partners. Combine with #11 5/13 update: on track for completion for 6/30 7/24 update: Will work with Susan Kempft to share tips at LPA regional meetings scheduled in the fall/winter.	1/9/2014	6/30/2014		30%

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5	long hours and no one to cover	need more back up staff	Debbie- Jerry		challenging	negative impact at the beginning to train people, long term positive; has not been worked on yet, needs approval by upper management. Who is going to be cross trained? Carla met with staff to create an action plan. Meeting this Friday with Babs to discuss next steps 4/7 update: authorization to write a request for an extra person with RDA. Jerry will follow up with Rebecca from RDA to find out date of posting for job announcement 5/13 update: had a meeting and met with RDA and CSD/ approved to chip in for funding the position, PDF is being worked on this week through Melissa Matthson. 7/24 update: RDA is posting the position with other ITAS positions they are posting. Kathryn will check with Rebecca on the when they expect to hire.	1/9/2014	6/30/2014	8/5/2014	100%

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10	not enough education to staff about the process	Engage EMAPS TANF employee into reporting activity	Vernon	Carl, Kathryn	possible	Federal reporting for DSHS is through RDA. EMAPS morphs some of the data to create other reports. Allows for researcher to understand what is available; Team requests for EMAPS employee instead of researcher. Has not met yet. New person (people) will learn due to Steve leaving. Carl sent code to Vernon of elements that he is 'looking for. Potential for repetitive data that can be eliminated. Meeting schedule for 2/26 with EMAPS. Identified elements that can be removed. Confirmed from ACF to claim upper limits for FFY 2013 4/7/ update: EMAPS is currently engaged, have been briefed, Vernon has come up with a plan (combination with #14) awaiting new file 5/13 update: met with EMAPS, OFM and RDA, went over WPR to have better understanding on data elements that are being utilized, documentation created to get a better understanding of what the Feds have for documentation. Trimmed WRP data set down and compressed, and provide at 15% of capacity and will help improve data storage, attached CSO and region	1/9/2014	5/31/2014		95%

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4	needs more automation and awareness	identify Key Performance Indicators and separate internal reporting from feds and dashboard	Jerry, Bret	Carl, Kathryn, Vernon, Debbie, Mike	Challenging	need to determine what the KPIs are and how to change the dashboard to reflect this. Developed a plan and timeline. Uploaded to SharePoint. Cannot be completed in 90 days but will have significant progress. Jerry taking suggestions out to field staff for input. Looking at new software for developement of KPIs 4/7 update: Carl working on validating some of the inputs for the KPIs, working with Shawn Hartline and ITS, staff would like the DCAR back per response from field. 5/13 update: prepared analysis of what predicts future work participation rates, meeting with Shawn Hartline about the dashboard (where the KPIs will be displayed) and mock up developed but still needs review	1/9/2014	7/19/2014		55%
7	long run times. Over 24 hours to run a program	faster run time, dedicated computer server, priority bandwidth, failing wire, bubble gum RAM	Mike	Vernon	implement	in process of moving exisiting server on to a new server along with DataWarehouse change which is a year long project. Vernon has updated computer to be able to work more efficiently at of ten day check in.	1/9/2014	1/27/2014	1/27/2014	100%

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1	redundancy	Review and fix overlap in the ACES data warehouse, federal reporting tables and federal reporting process in RDA	Kathryn	Jerry	challenging	potentially exceeds 90 days for implementation. Review and fixing are two different parts. Review approximately 30 days out. 4/7: Debbie will contact Kathryn regarding an update, AWR submitted to remove items from the field on the RDA side 4/8: Has to review all data elements to determine if additional AWR's needed. Expected completion date is June. 5/13 updates: got through all files and submitted and initiated CRs to drop fields. 7/24 update from Kathryn: Complete. We have a plan for a complete review of the process once the additional team member is hired. Vernon and I are estimating about a year of development of a "new and improved" process (this would include running the existing and new process in tandem for a couple of months in order to verify it).	1/9/2014	4/1/2014		100%

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23	low participation rates	NCP information	Kathryn	Steve, Vernon	Challenging	Need to identify the parent, and work hours. Has not been started. Meeting scheduled for April 2 with DCS and CSD 4/7 update: Debbie to follow up with Kathryn. Jerry provided update on a pilot to model using NCPs to bring up participation rate "NCP choices"4/8: Kathryn is following up with whether this would be worth it to count, not sure whether DCS will provide demographic information on NCP. Will update at 120 day check. 5/13 update: already in data base, needs review if it is a significant population. Estimated completion by the end of June. July 24 update from Kathryn: Complete. I ran a data model on the NCPs I could identify thru the data sources I had access to and there are very few NCPs who are employed at sufficient hours to make a significant difference to the Work Participation Rate.	1/9/2014	4/1/2014		100%

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13	not accurate data always collected	collect better history on sanctions if that is needed for proper calculations	Kathryn	Vernon, Mike	implement	Potential for a 0.1% increase in the rates, Feds change the rules and RDA has to keep up with the rules. Waiting on possibilities to have field added in file. Put in CR to data warehouse. Work Request submitted and awaiting approvals for being implemented 4/7 update: Change request submitted and will be implemented for May load, still coding needed. Will know by May 2nd if it is complete. 4/8 Need to develop process to transition old to new way. Need data first to do this. 5/13 update: data became available to RDA, need to develop process from old way to new way. 7/24 update: First report ofnew process done January 2014.	1/9/2014	4/7/2014		100%

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9	needs simplification of process and complexity	Drop initial look at data (or publication)	Vernon	Steve, Debbie	implement	need support from sponsors to stop publication. Data built this month. Left out initial look and first refresh to OFM. WPR reliant on region breakdown due to being a summation of the region. Debbie to send out email to coordinators. The WPR reports continue until KPI established. Needs worksheets approved. Not expceting completion until 90 day follow-up due to Steve leaving CSD - Jerry, Vernon and Debbie met 3/27 and reviewed reports and needs for the initial look by stakeholders in the field (who were not represented at WF2). We would like to wrap this in with kaizen 4 or with group approval, drop it. 4/7 update: this will be implemented with the kaizen #24 once KPIs are implemented	1/9/2014	3/17/2014		90%

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14	different answers for different claims	produce a table showing participation for CLID for all analysts later	Vernon	Carl, Kathryn	possible	Already available within WPR files; education needed on how to access, needs clean up with the data. Carl did write up on it. Scheduled to meet to create documentation for uniform language across the state on what these variables are. Tied in with #10. 4/7 update: received information from EMAPS and OFM, dropping clients 4-6 because only use 2 of the clients for making work participation rate, would reduce table size of 55%. 80% reduction by using compressed data set. Need to make the compressed data set and have EMAPS and OFM test it. 5/13 update: WPR file that will be sent to OFM and be tested out possibly next week.	1/9/2014	5/15/2014		95%

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19	lack of standardization	develop standardized definition of WorkFirst cases instead of EMAPS OFM and WPR	Carl	Kathryn, Sandy	possible	Dependencies on other activities. Need to determine federal definitions. Beginning after legislative session complete. Some standardized definitions will come from documentation from #14 4/7 update: if group comes to conclusion of summary state wide data to management or the public in regards to including the initial look and 1st refresh in the chartbook, will include but has not received push back at this point of not including the information. Change chartbook count to include people that did not receive issuances, which is tested and completed. Need to receive new file and to read the new file to make any changes. 5/13 update: standardization between RDA and EMAPS and OFM, documentation has been delivered.	1/9/2014	5/31/2014	4/23/2014	100%
24	3 "looks" at the data	Only run WPR when mandated by the feds	Vernon	Jerry	implement	contingent on #4 occuring; would require 8 times a year to run it. Must wait for implementation of KPIs prior to this implementation				
6	long hours and no one to cover	reduce human intervention			challenging	dependent upon removing the redundancies and inefficiencies in order to automate; many things need to occur before this can take place, process works currently				

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18	disconnect of state vs. federal	Run WorkFirst program in accordance with federal rule			challenging	increase in participation rate, 5th week does not count for feds. Ex: Requires a change in State law of 20 hours a week vs. 35. Too difficult to implement, harmful to the client				
8	Too many reports	Review the need for public facing WPR results and what to present; standardize format for what to send out			implement	Needs review of how useful the reports are; Workgroup indifferent on whether it is necessary				
12	multiple new requirements that have not been combined	fix the spaghetti, combine scripts to the extent possible			keep for later	exceeds 90 days, may require more hours to create and budget allocation to dedicate to develop				
17	Wait times	remove ITS from the process			keep for later	Double wait time between RDA and ITS for both being ready to receive or give information; credibility required with ITS				
3	need more participation and data	figure out a way to capture all employment data			out of scope	use for WF#3 which addresses this topic. Field needs to enter data properly				
15	lag time of getting data	automate and identify KPI can we reduce cycle time to load				already addressed with kaizen #4				
16	needs more automation and will maximize hours	collect historical employment hours				addressed with #3				
20	employment disappears for a month	end employment with terimination date instead of using delete indicator				addressed with #3				
21	multiple reports that are slightly different	review dshs report to field for clarity (EMAPS and Emails)				addressed with #8				